

Minutes of Board Meeting
Teleconference
February 18, 2014
10:00 a.m.

Present via teleconference were Trummie Patrick, Lynda Coker, Carolyn Roddy, Anthony Heath, Kelly Gay and Terry Oluleye from the Office of Planning and Budget. Also attending the meeting from the State Attorney General's Office was Ms. Angelique McClendon and from our petitions for waivers list were Mrs. Joanna Pratt and her husband.

Establish Quorum/Call to Order

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 10:06 a.m.

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the January 8, 2014 board meeting. A motion was made to approve the regular meeting minutes as presented; the motion received a second and was passed with unanimous approval by the remaining board members.

Commissioner's Report

Commissioner Mikell began by thanking Deputy Commissioner Spencer Moore for giving the Commissioner's report in his absence on January 8, 2014. He also thanked the Board members for rearranging their schedules to make this meeting possible due to the winter storm last week.

Commissioner Mikell announced that Jennifer Ammons, General Counsel, had a great sendoff on Friday, February 14, 2014. She was presented with a letter as well as a ceremonial document from Governor Nathan Deal. Commissioner Mikell mentioned that Jennifer Ammons would attend the March board meeting to be presented with a Board Resolution. Also leaving the agency is Ms. Lillie McLean, one of our attorneys, and Mr. Don Spaller from our IT department, who is retiring after 22 years of service with the State of Georgia.

Commissioner Mikell briefed the board about our January performance in the CSCs. In January we served 306,142 customers with a statewide average wait-time of 27 minutes and 47 seconds. We served 29,460 more customers than we did in December. There were 10 CSCs who met the goal for serving 95% of our customers in 30 minutes or less. Of particular note, Norcross had 15,584 transactions in January and served 96.5% of their customers in 30 minutes or less. This is the first time any CSC with over 6,400 transactions in a month has made the list since we started this competition. Savannah served over 10,000 customers with an average wait-time of 25 minutes and 35 seconds.

Commissioner Mikell updated the Board on the impact the storms had on the CSCs. We were closed on Tuesday, January 28th after the snow began falling and closed all day on Wednesday, January 29th. On Thursday, January 30th, Districts 1 through 7 were closed and Districts 8 and 9 opened at 1:00 p.m. On

Friday, January 31st, our first full day back statewide, we served 21,029 customers with an average statewide wait-time of 32 minutes and 6 seconds. On Tuesday, February 4, 2014, we had the busiest day to that point in the agency's history with 21,309 customers served with a wait-time of 42 minutes and 12 seconds.

On Tuesday, February 11, 2014, we had our second storm and Districts 1 through 7 closed at 10:00 a.m. and some additional offices closed at noon. On February 12 - 13, 2014, Districts 1 through 7 were closed all day. On Friday, February 14, 2014, Districts 1 through 7 opened at 10:00 a.m. DDS served 17,504 customers statewide on February 14th with an average wait-time of 49 minutes and 13 seconds. Today we are being proactive by sending staff members from headquarters to the field and by letting some of the part-time workers make up missed hours. Districts 8 and 9 were open for regular hours on February 12, 13 and 14.

Commissioner Mikell announced to the Board that we have begun putting our return address on the envelopes used to mail permanent driver's licenses and identification cards to our customers. Some customers seemingly are mistaken our mail for junk mail because of the unmarked envelopes. Hopefully this will have an impact on reducing the volume of our return customers.

Commissioner Mikell gave the Board an update on the budget. The amended FY14 budget has passed through the House and the Senate but has not been signed off by the Governor yet. There was one recommendation from the Governor's office that impacted the DDS, which was funding 53 part-time positions. The part-time workers were already hired, but were working off of a grant which has ended, and DDS seeks to maintain these positions. The FY15 budget is waiting to be passed by the House and in this budget are additions such as the 53 part-time positions, funding to start a part-time CSC on the Ft. Benning military installation, funding to move the Atlanta CSC, and funding to operate a CSC in Bainbridge, Georgia.

Commissioner Mikell introduced Michael Mitchell, Director of Governmental Affairs, to update us on the legislation. Mr. Mitchell stated that Senate Bill 323 is our agency legislation and it is progressing through as expected at this early stage. SB 365, the Criminal Justice Reform Committee's bill, is a piece of legislation that, in part, would waive a control substance driver's license suspension if the underlying conviction did not involve the use of a motor vehicle. This bill would give more discretion to judges in accountability courts, specifically drug courts. Mr. Mitchell stated that HB 671 was carried over from the last session. This bill would, among other provisions, mandate the use of the ignition interlock for first time DUI offenders that have a blood alcohol concentration of .15 or greater; it would also reduce the number of passengers in a vehicle with a driver holding a class D license from three to one passenger under the age of twenty-one. Finally, HB 774 is a Department of Transportation clean-up bill which clarifies the Department of Transportation as the agency for maintaining accident reports and releases the responsibility from DDS to maintain such reports.

Rules for Initial Approval

375-7-4-.06 Coach Qualifications. Amended
375-5-2-.02 Definitions

Lynda Coker motioned to approve the initial rules for adoption; Kelly Gay seconded the motion with unanimous approval by the remaining Board members.

Petitions for Waiver

Randy Davis – He is seeking a driver's license. He moved to Georgia from Oklahoma. He is unable to produce a birth certificate. He has a letter from the Peach County Probate court on a delayed birth certificate application. He has his school records, his daughter's birth certificate, a marriage license, a social security card, a pay stub, and his vehicle registration. Ms. Judd stated that the Department supports the approval of the waiver.

Anthony Heath motioned to approve the waiver; Carolyn Roddy seconded the motion with unanimous approval by the remaining Board members.

Dorothy Duckett – She is seeking a driver's license. She moved to Georgia from Nevada. She does not have any documentation for her first marriage (common law). She has her birth certificate, her son's birth certificate, a marriage license from her second marriage, a social security card, a Nevada driver's license, and a prior Georgia driver's license. Ms. Judd stated that the Department supports the approval of the waiver.

Lynda Coker motioned to approve the waiver; Kelly Gay seconded the motion with unanimous approval by the remaining Board members.

Betty Hall – She is seeking an ID card. She has never had an ID card. She is unable to produce a birth certificate. She has a 1956 social security application. Ms. Judd stated that the Department does not support the approval of the waiver due to insufficient documents.

Kelly Gay motioned to deny the request for a waiver; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Pearlie Harris – She is seeking a driver's license. She moved to Georgia from Ohio. She has an undocumented childhood name change. She has a copy of her birth certificate, a diploma, a marriage license, a Medicare card, a Jehovah's Witness card, a credit card statement, an insurance binder and a Michigan driver's license. Ms. Judd stated that the Department supports the approval of the waiver.

Anthony Heath motioned to approve the waiver; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Alaina Holguin – She is seeking a driver's license. She moved to Georgia from Arizona. She does not have a copy of her birth certificate. She is currently under suspension for DUI in Georgia. She has a

letter from California Vital Records, a baptism certificate, her daughter's birth certificate, her mother's birth certificate, her father's obituary, a school record, a GED certificate, an immunization record, an Arizona driver's license, and a military ID card. Ms. Judd stated that the Department does not support the approval of the waiver because the name on the records she provided was not consistent.

Lynda Coker motioned to deny the request for a waiver; Kelly Gay seconded the motion with unanimous approval by the remaining Board members.

Olivia Hollowell – She is seeking a driver's license. She has an undocumented name change. She has a birth certificate, a baptism certificate, her daughter's birth certificate and a GED in the name of Olga Olivia Montejano. She has a college transcript in the name of Olivia O. Henriksen, a marriage license as Olivia Olga Henriksen to Hollowell. She has a vehicle registration, a newspaper article, a letter from her pastor, DD-214 (Hollowell-1999), a DD-214 (Montejano-1982, military records, Arizona TAC certification (Henriksen), Georgia TAC certification (Hollowell), Georgia interpreter certification, vehicle insurance, a 1099 tax return, a copy of a deed (Claude D. Hollowell), 2012 tax return, a will probate verification, a notary appointment (Hollowell), employment recommendation letter (Henricksen-1998), a POA from her husband. Ms. Judd stated that the Department does not support the approval of the waiver because the name used on the documents she submitted was not consistent.

Kelly Gay motioned to deny the request for a waiver; Anthony Heath seconded the motion with unanimous approval by the remaining Board members.

Ollie Meeks – He is seeking a driver's license. He moved to Georgia from New Jersey. He is unable to produce a birth certificate. He has a 1943 affidavit from his mother, his daughter's birth certificate, employment records, a marriage license, a Medicare card, a New Jersey driver's license, a tax record, and a utility bill. Ms. Judd stated that the Department supports the approval of the waiver.

Kelly Gay motioned to approve the waiver; Carolyn Roddy seconded the motion with unanimous approval by the remaining Board members.

Joana Pratt – She is seeking a driver's license. She moved to Georgia from Nevada. She lost her original certificate of naturalization. She has correspondence from USCIS, an uncertified copy of the Certificate of Naturalization, a copy of I-797C, Nevada driver's license, a social security card and results from her mammogram. Mr. and Mrs. Pratt attended the board meeting and Mr. Pratt spoke on her behalf. Ms. Judd stated that the Department supports the approval of the waiver.

Lynda Coker motioned to approve the waiver; Carolyn Roddy seconded the motion with unanimous approval by the remaining Board members.

Sally Roberts – She is seeking a driver's license. She moved to Georgia from Nevada. She does not have documentation for her 1st marriage (common law). She has a birth certificate, her son's birth certificate, a Numident, a second marriage license, a Nevada driver's license, a CDL medical card and a letter from her bank. Ms. Judd stated that the Department supports the approval of the waiver.

Lynda Coker motioned to approve the waiver; Kelly Gay seconded the motioned with unanimous approval by the remaining Board members.

New or Old Business

The next board meeting is scheduled for March 12, 2014 at 10 a.m.

Adjournment

There being no further business to discuss, Chairman Patrick called for a motion to adjourn. A motion was made by Kelly Gay; Anthony Heath seconded the motion with unanimous approval by the Board.

Respectfully submitted,

Kelly H. Gay, Secretary